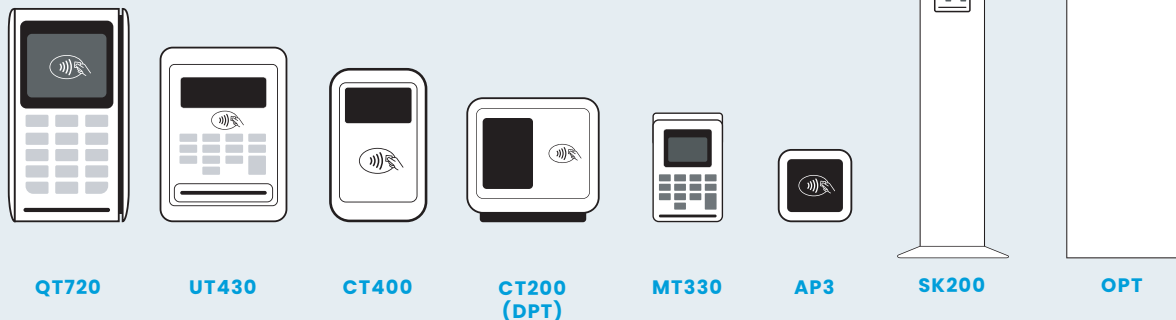


## INSTRUCTION

# Cleaning Payment Terminals

To keep your device looking its best and remain hygienic for your customers, it's good practice to regularly clean your Payment Terminal. This instruction relates to these products:



## GENERAL CLEANING

For general cleaning, wipe down the terminal with a lint-free microfiber cloth lightly dampened with clean water. For stubborn stains or build up, add a drop of dish washing liquid to a tub of water, then dampen the cloth with this solution. When wiping, do not allow excessive moisture to seep into the card openings and gaps across the terminal.

## SANITISING

To sanitise a terminal, it is best practice to obtain single-use lint free wipes that are pre-saturated with NO GREATER than 70% Isopropyl alcohol and 30% deionised water (also known as IPA, Isopropanol or Propan-2-ol). Single-use, disinfectant wipes are commonly used in the medical sector on a variety of hospital equipment. 70% IPA is generally viewed to be safe for use on most plastics and electronic products due to its fast evaporation. However, the frequency of cleaning during the COVID-19 pandemic may see the terminal exposed to far greater frequency of chemical cleaning than ever intended.

The effects of this cleaning are unprecedented and MAY effect the cosmetic appearance of the plastics over time. The display may become slightly cloudy in appearance and the dark coloured plastics may lighten in shade. The keypad graphics should not be adversely affected at all. There is also a risk that frequent chemical cleaning may affect the structural integrity of the plastic enclosure leading to a possible tamper event. In this case, the terminal will need to be returned to Quest for an enclosure swap and software reload.



## KEY POINTS:

- Do not spray or pour any liquids directly onto a terminal. First preference is to use pre-saturated single use wipes with no greater than 70% IPA.
- Do not attempt to clean inside card reader slots as it may damage the internal workings.
- Never use bleach, paint solvents, ammonia, or abrasive cleaners. These chemicals are known to cause deterioration to plastics and rubber materials.
- Very frequent cleaning with disinfectant solution may alter the plastics of your terminal.
- Terminals may be left ON if these instructions are followed carefully.
- Follow wipe manufacturers guidelines for safe use of IPA wipes.